

TREATMENT BOARD

MICHIGAN DOMESTIC VIOLENCE PREVENTION & TREATMENT BOARD

235 S. Grand Ave., Suite 506 P.O. Box 30037 Lansing, MI 48909-7537

Phone: (517) 373-8144 Fax: (517) 241-8903

Peer Review Guide

Revised January 2004

Website: http://www.michigan.gov/domesticviolence.html

State of Michigan – Family Independence Agency

INSTRUCTIONS FOR TEAM MEMBERS

PURPOSE

This guide will help prepare team members for on-site peer reviews to determine a domestic violence program's compliance with the Michigan Domestic Violence Prevention and Treatment Board's Quality Assurance Standards.

USE OF THE GUIDE

This guide will define your responsibilities as a member of a peer review team. It presents a step-by-step schedule of peer review activities. It provides sample letters and instructions to programs to prepare them for the review process, forms to be completed by programs and by the review team as well as job descriptions for the Team Leader and Team Members.

This guide is a companion to the Guide to Quality Assurance Standards Compliance that is designed to help prepare the organization you will review for the site visit.

Read both guides thoroughly. Make note of any questions you may have or clarification you may need. On the first day the team meets, there will be time to review the peer review process and respond to your questions.

AN IMPORTANT NOTE

In agreeing to be a member of a peer review team, you have made a serious commitment. It is true that each program is responsible for compliance to the standards. However, the quality of the peer review process is dependent upon each team member keeping that commitment. As a team member, you are being asked to judge the performance of the program you review. It goes without saying that each team member's actions must be above reproach to ensure the credibility of the quality assurance standards peer review process.

It is important that you...

- ◆ Prepare well in advance of the peer review visit
- Maintain confidentiality relative to any and all information you obtain as a part of this review
- Be non-judgmental and objective
- Complete all of your assigned tasks in a timely manner.

TENTATIVE ON-SITE REVIEW SCHEDULE

Check with Quality Assurance Director to confirm

	Day 1	Day 2	Day 3	Day 4
8:00 AM				
9:00 AM		Call and/or meet with community and system partners	Call and/or meet with community and system partners	Team meeting & ratings including breakfast
10:00 AM		Interview staff Review	Interview staff Review	Meet with Executive Director
11:00 AM		documents	documents	Meet with Executive Director & Key Staff
NOON		Lunch	Lunch	Meet with Executive Director & Board of Directors
1:00 PM		Call and/or meet with community and system partners	Call and/or meet with community and system partners Interview staff Review	
2:00 PM		Interview staff	documents	
3:00 PM	Initial meeting with Executive Director &/or	Review documents	Team meeting & ratings	
4:00 PM	Tour facility			
5:00 PM 6:00 PM	Dinner	Dinner	Dinner	
7:00 PM 8:00 PM	Team meeting	Team meeting & ratings	Team meeting & ratings	

THE TEAM

The team is comprised of at least five members: the designated staff Quality Assurance Leader, three peer reviewers, and a MDVPTB staff person. Others may include another MDVPTB staff person and other state funders as applicable. Every effort will be made to recruit individuals who have strong skills in working with a board of directors, finance, community relations and fund development, human resources, facility management, service delivery methods and systems change. At least two of the team members shall be or will have been an executive director of a not-for-profit organization.

QUALITY ASSURANCE LEADER (MDVPTB Staff)

The Quality Assurance Leader is present at each on-site review and is responsible for the overall organization of the Quality Assurance Program – Peer Review Process. The Michigan Domestic Violence Prevention and Treatment Board employs this individual.

The Quality Assurance Leader will:

- Schedule the on-site review
- Respond to questions and concerns from the program being reviewed
- Arrange for selection of the peer review team
- Correspond with the team
- Arrange for team member expense reimbursement
- Write the final peer review report
- Report the results of the on-site review to the Michigan Domestic Violence Prevention and Treatment Board.

The Quality Assurance Leader will lead the team during the on-site review. This individual will assign two – three sections of the Quality Assurance Standards to teams of peer reviewers and will make sure each team member understands their responsibility and schedule. The Quality Assurance Leader will communicate with the program's executive director regarding any logistical issues and will facilitate the exit interview.

TEAM MEMBERS

General Information

- ❖ Team members will have made their own arrangements to get to the city where the program is located and to the hotel where they will be staying.
- The team will gather in the meeting room at 7:30 p.m. on the evening before the peer review visit. This will be the time to ask any questions, talk about your schedules and get last minute instructions.
- ❖ Team members will work in pairs whenever possible.

- **Second Sections 2** Each pair will be responsible for specific sections of the Quality Assurance Standards.
- ***** The pairs will:
 - ♦ Meet with the program staff, Board members and community/system leaders who can appropriately provide information relative to those standards issues
 - Review the corresponding documents and rate each standard
 - ◆ Participate in writing a draft report, which provides an overview of the organization's performance relative to the standards, and list those activities for which a program should be commended and recommendations for improvement
 - ◆ Attend all meetings of the team

Team members will meet with the Executive Director at 9:00 a.m. on the first day of peer review to explain the process and confirm appointments. They will meet with the Executive Director and Board on the final day of peer review.

- Please bring the following items with you to the peer review visit:
 - Peer Review Guide and Agency Binder
 - A team roster with addresses and telephone numbers
 - Signed confidentiality agreement (Page 7 of the Peer Review Guide)

Specific Responsibilities

- ➤ Review the supporting documentation related to the section for which you have primary responsibility. It may be helpful to keep the worksheets out and to begin responding to some of the questions as you review the written materials.
- ➤ Re-read the standards and narrative response questions. Begin to determine questions you will want to ask the staff and community members. You may use the questions found in the guide or create your own.

NOTE: The goal is to be able to rate the program's compliance to each of the standards by the third day so that a preliminary report to the Executive Director and Board can occur prior to leaving the site.

TEAM MEETINGS DURING ON-SITE REVIEW

Interview Tips

In your interviews, your goal is to elicit as much information as you can to give you a good picture of what the agency is doing in relation to the section for which you are responsible. Ask open-ended questions such as:

To community members ask . . .

 Describe how this program works with your police department and other police departments in the community.

- Are there any concerns you have relative to your interaction with this program or with its policies? What are they?
- ♦ Tell me from your perspective what is happening in this community to address the issue of domestic violence. What is the role this program plays in those activities?

To staff and volunteers (who, by the way, will most always have the most information about the struggles a program may be facing) ask...

- ♦ Describe your job.
- What do you like best about what you do?
- If you had all the resources possible, what would you change about this program?

To the Board of Directors ask . . .

- How do you see your role relative to the organization?
- ◆ Tell me from your perspective what is happening in this community to address the issues of domestic violence. What role does this program play in those activities?
- What is your program's greatest accomplishment?
- ♦ What is your program's greatest struggle right now?
- Move from the general questions to more specific questions that will enable you to rate the program relative to each standard. Probe if you don't understand, if you don't have enough information or if you sense there is a problem that has not been put on the table.
- Take notes. Not word-for-word because that will interrupt the flow of your interaction with others. Do get down key words or points.
- Immediately following the interview, take time to flesh out your notes and jot any follow-up questions you may have or any documents you especially want to look at to verify what you heard. The follow-up questions may be directed to another staff member who can verify what you were told.

A FINAL NOTE

Peer review is not a science. In some cases, you will have documents or data or written information that will indicate that a program is either in compliance or they are not, in other cases, you will make judgment calls. You must be able to explain why you reach the conclusions you do. Trust your experience. That is why you were chosen to be on this team. Check out your concerns with other team members. They may be able to follow up with the people they are interviewing or suggest something else you might look at to get at the information which will help you determine compliance.

MICHIGAN DOMESTIC VIOLENCE PREVENTION AND TREATMENT BOARD Quality Assurance Program

CONFIDENTIALITY AGREEMENT

Ι	have agreed to be a member of the	he MDVPTB Peer Review Team that	will be assessing the		
pe	erformance of the	program in	relative		
	the Michigan Domestic Violence Precree to the following:	evention and Treatment Board's Quality A	assurance Standards.		
1.		in all my interactions while at the site vereview responsibilities in a fair and object to which I will have access.	-		
2.	I understand that this pledge to confidentiality means that I will not communicate sensitive information to anyone outside of the team to which I am assigned.				
	SIGNATURE	DATE			
	PRINT NAME				

RATING SCALE FOR MANDATORY STANDARDS

- (3) The standard is surpassed in an excellent manner. **Comments required.**
- (2) The program is in compliance with the standard. **No comment necessary.**
- (1) The standard is not met, but there is an acceptable plan to do so. **Comments and an action/corrective plan from the agency required.**
- (0) The standard is not met and there are no acceptable plans to do so. **Comments and an action/corrective plan from the agency required.**
- (NA) The standard does not apply.

RATING SCALE FOR BEST PRACTICES

- (X) The best practice is met. **No comment necessary.**
- () The program does not meet the best practice. **No comment necessary.**

STANDARDS DEVELOPMENT FRAMEWORK

Act 389, Public Acts of the State of Michigan, 1978, which specifies the Michigan Domestic Violence Prevention and Treatment Board's powers and duties established the legal framework for adoption of standards. Specifically, Section 4, (b) requires the board to:

"Develop standards for the implementation and administration of services and procedures to prevent domestic violence and to provide services and programs for victims of domestic violence."

The philosophical base for standards development is the Michigan Domestic Violence Prevention and Treatment Board's statement of philosophy:

Domestic violence is rooted in a sexist social structure that produces profound inequities in roles, relationships, and resources and power distribution between women, children, and men in families. Domestic violence is damaging to those individuals directly involved and to society as a whole. It is criminal conduct, which cannot be tolerated. Prevention through education, advocacy and appropriate intervention is the ultimate goal. All victims should be provided safety and must be treated with dignity and respect.

Interventions that blame the victim and do not hold the abuser accountable for the violence are ineffective and inappropriate. The Michigan Domestic Violence Prevention and Treatment Board shall encourage and advance the empowerment of victims and seek social change, which addresses the existing imbalance of power within violent relationships.

The Board believes that to make informed choices for themselves and their children, victims should have access to safety, information about domestic violence, available options, and community resources. To carry out their decisions, victims of domestic violence may require support and advocacy that respects their right to self-determination.